

- We need your correct address. If we have a wrong address, your prescriptions may be returned to us.
- By providing this information before your appointments, it may shorten your waiting time.
- The call from RMA will also remind you about your upcoming visit. When you keep your appointments, it helps everyone.
- It can help the hospital or clinic collect money from insurance companies. This money is used by your North/Florida South Georgia Veterans Health System to provide better service to you.
- It helps us give you better service.

Thank you for helping us to help you... by using the Pre-Registration Program!



<http://www.visn8.med.va.gov/nfsg>

Patient Education

Questions and Answers about **Pre-Registration** Program



Pre-Registration Program

This brochure is to inform you, the veteran patient, about our new Pre-Registration Program.

What is the purpose of the Pre-Registration Program?

The Pre-Registration Program was set up to update your basic information, including your current address and insurance information.

How will the VHA ask for this information?

The VA has hired a company called Risk Management Association (RMA) to help with the Pre-Registration Program. You may get a phone call from them.

What will I need to tell them?

- Your address
- Phone numbers (home and work)
- Insurance
- Next of kin
- Emergency contacts
- Workplace

How will I know if the phone call is really from a person working for RMA?

The person calling will say they work for RMA. They will offer a phone number to call at the VA Medical Center so you can make sure it is an official program. RMA will also remind you of your appointments that are coming up. Others calling would not have this information. If at any point you are not comfortable with the phone call, hang up.

Does the Pre-Registration Program replace the regular admissions process I go through at the medical center?

No. It is only used to get the basic information listed above.

How often does the VHA need to update my Pre-Registration information?

If you have an appointment coming up, and if your information has not been updated within the last six months, you may get a call from RMA.

What are the benefits of the Pre-Registration program?

- We will have up-to-date information. This is a great help should we need to get in touch with you.

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